

FIG. 1

2/18

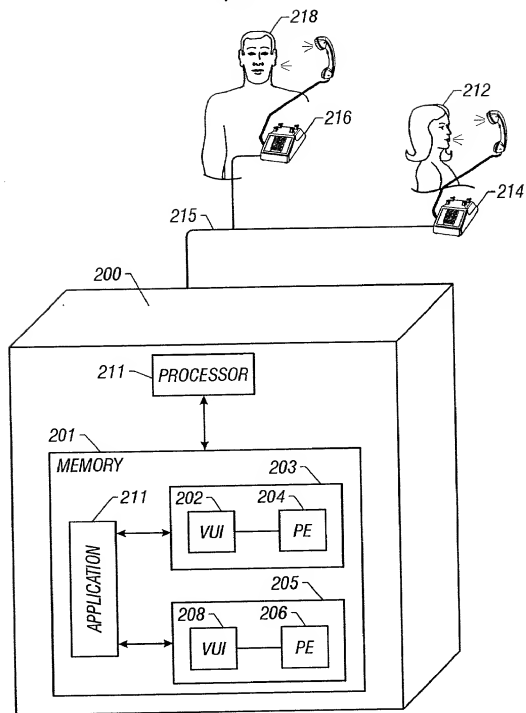


FIG. 2

3/18

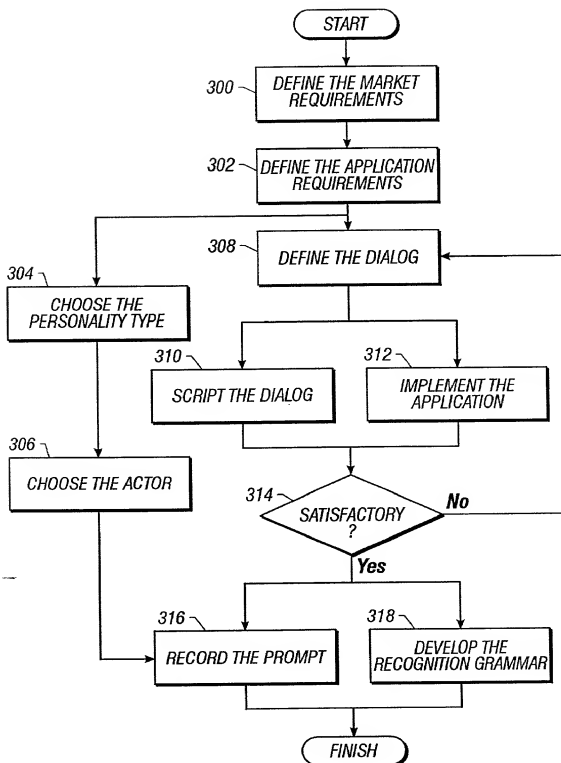


FIG. 3

4/18

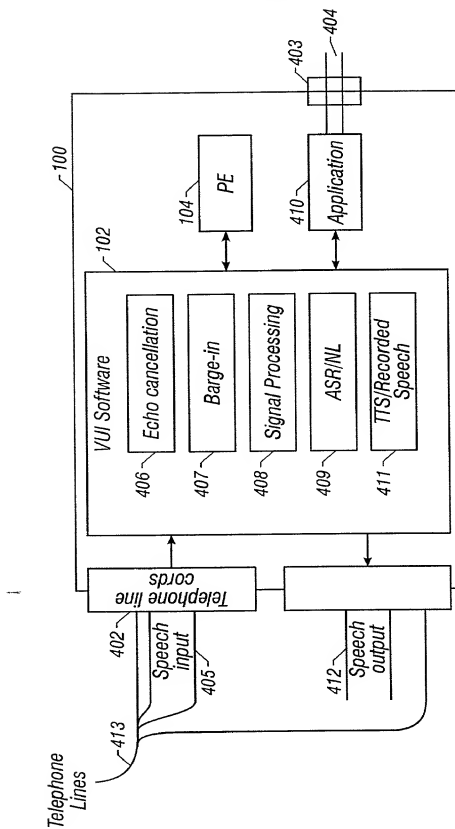


FIG. 4

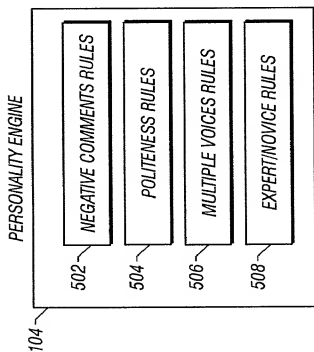


FIG. 5

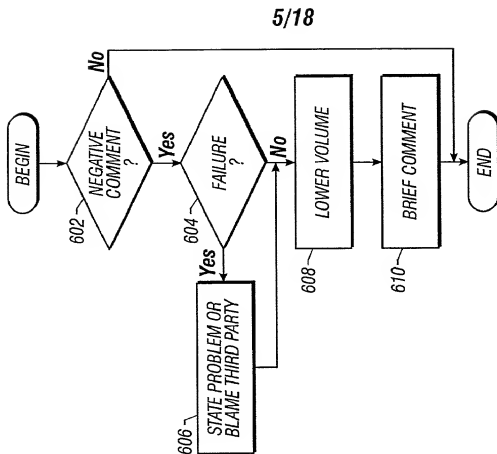


FIG. 6



FIG. 9

7/18

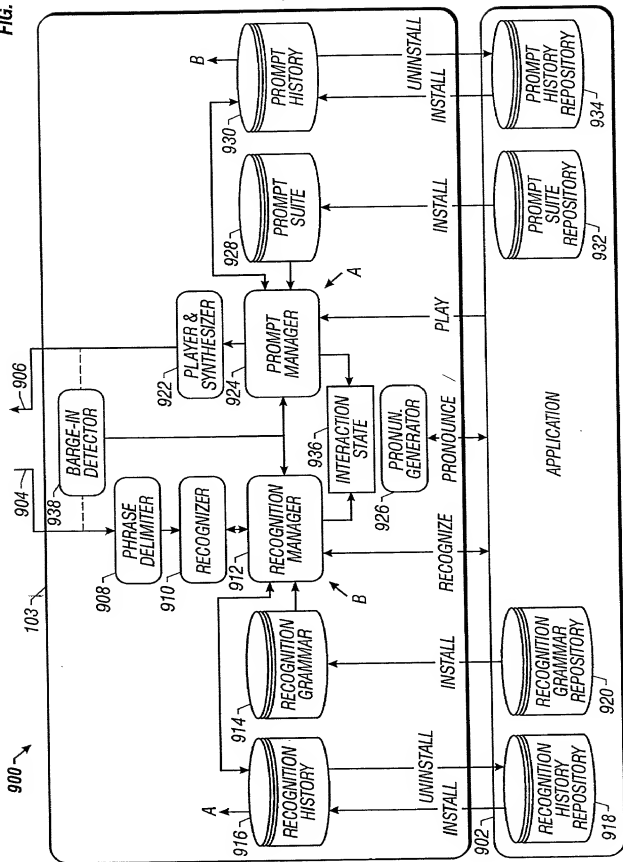




FIG. 10

9/18

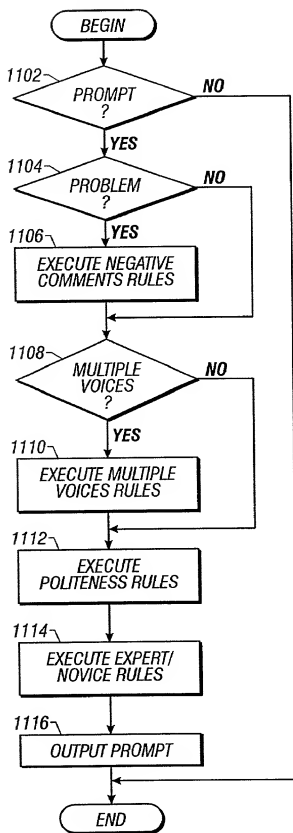


FIG. 11

10/18

Example: `Modify an appointment on June 13 at 3 p.m. (modify, appointment).

MODIFY APPOINTMENT Belongs to family of commands which we reference as :	$\langle \text{COMMAND} \rangle < \text{OBJECT} \rangle < \text{OPTION1} \rangle < \text{OPTION2} \rangle$ $\langle \text{COMMAND} \rangle = \text{modify}, \langle \text{OBJECT} \rangle = \text{appointment},$ $\langle \text{OPTION1} \rangle = \text{date}, \langle \text{OPTION2} \rangle = \text{time}$
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Processing starts at the upper right and proceeds left to right and top to bottom

FIG. 12

11/18

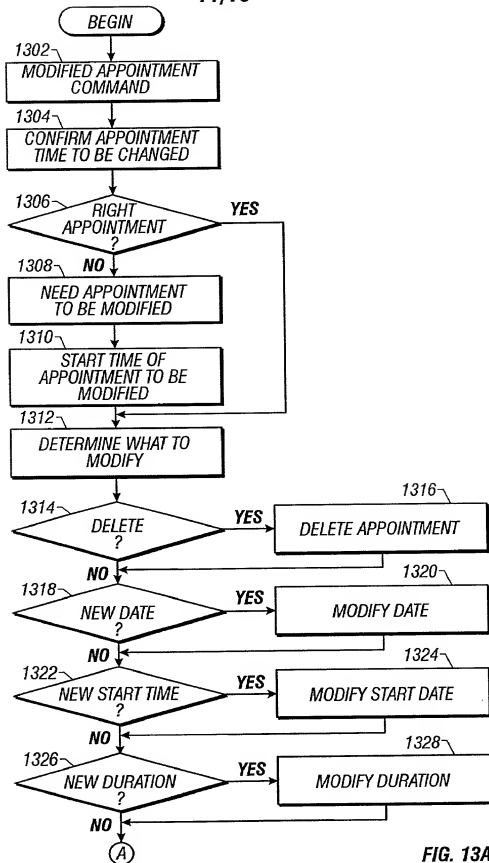


FIG. 13A

09924426 1003704 10/2000 02442660

12/18

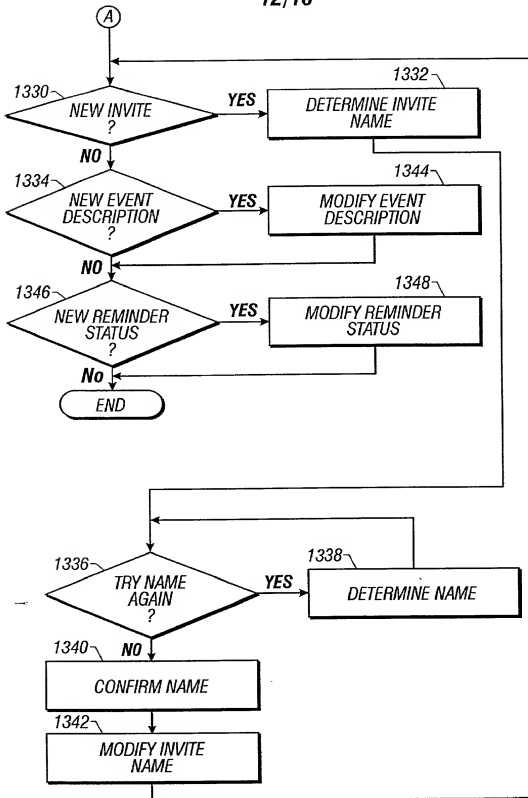


FIG. 13B

0924420.000704

A
B

FIG. 14

LABEL	User says	Flow Control	Computer says
		If <OPTION1> is filled or <OPTION2> is filled, goto T_NEEDAPPOINTMENT	
		Get LAST APPOINTMENT CHANGED	TTS: The last appointment was <say appointment>. Is that the appointment you want to change?
S.RIGHT APPOINT MENT _a	'yes'	set <OPTION1> to date and <OPTION2> to time, goto T_WHATTO MODIFY	
a	or 'no'	say A:; null out <OPTION1> and <OPTION2>; goto T_NEEDAPPOINT MENT	

FIG. 14A

a	or 'help'	goto T_HELP	
a	or TIMEOUT	say A: goto S_RIGHTAPPOINTMENT	A: Hurry up and say something.
a	or BAD_SCORE	If failure_count < 4, say A and goto S_RIGHTAPPOINTMENT or else say B and goto MainDialog	A: I couldn't understand that. B: I give up. Going back to main menu.
T_NEED APPOINTMENT		If < OPTION1 > is filled, goto T_STARTTIME	PROMPT FOR INPUT, e.g. "What's the date of the appointment you'd like to modify?" "Okay. Tell me the date and I can pull that information up for you" "Okay. Give me the date and we'll take a look." "Okay. Give me the date and I'll check your calendar."
S_DATE b	[date]	Goto S_STARTTIME	
b	or 'help'	goto HELP	

FIG. 14B

Mail Domain	
mail_top_navlist	<p>What do you want me to do with your mail? Ready. What can I do for you? Okay, mail's ready. How can I help you? I'm looking at you messages on my monitor. What would you like me to do? Okay, ready. Tell me what you'd like me to do. What can I do for you?</p>
mail_sum_all_voicemail_none	<p>You have no voicemail. You don't have anything right now. I don't have any voicemail for you right now. There aren't any voicemail messages. There aren't any messages for you at the moment. I'm afraid there isn't any voicemail. I'm afraid there's no voicemail at all, old or new. You've checked so recently, there are no voicemail messages waiting. Sorry, the computer tells me there aren't any voicemail messages for us. Bad computer, no biscuit. And no voicemail messages either. The voicemail message queue is empty right now.</p>
gu_mail_reply_recipient	<p>I'm having trouble, too. Let's leave this alone for now. You know what? There's a problem that has me stumped for the moment. I'm afraid we have to go back to the top. This has gone from embarrassing to mortifying. I'm really sorry. Could we please start over again? We appear to be stuck right now. Hope you don't mind if we take it from the top. <Chuckle> This isn't going well, is it? Let's start over.</p>

FIG. 15

16/18

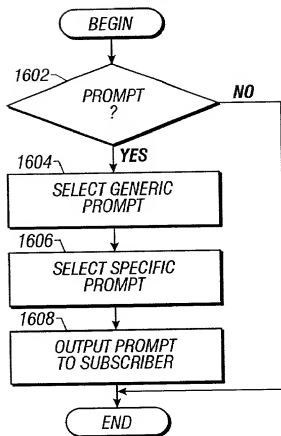


FIG. 16

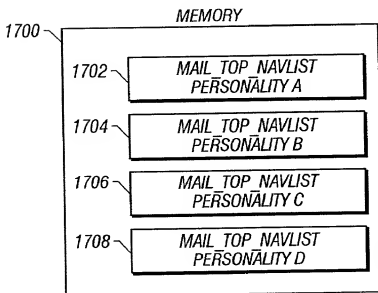


FIG. 17

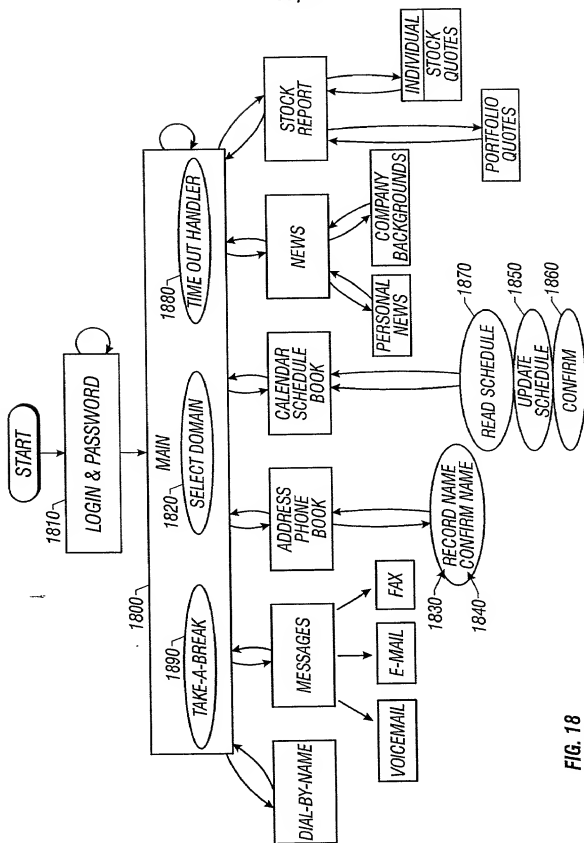


FIG. 18

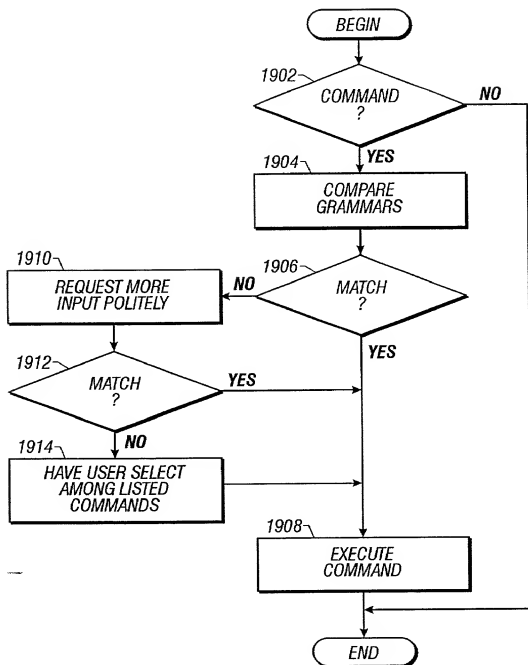


FIG. 19